

# NETWORK MANAGER REPORT

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AUGUST 2005

SUBMITTED BY Winn McInnis, General Manager

### OVERVIEW

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#### Operations

With the licensing season rapidly approaching, August has been a great month. Our new team has had an opportunity to get settled in to their new roles and develop a good working knowledge of our applications prior to their launch. Several new applications have been completed and made live for public use. Alabama Interactive is working very close with our agency partners to ensure that application updates and routine annual maintenance has been achieved in time for this year's renewals. Due to our service requests, several new applications are in pre-development planning and have been added to the project queue.

#### Highlights during the month were:

- The Alabama Board of Nursing Military license renewal application has been completed and set live in production. This application will allow military nurses to renew their licenses online.
- The Alabama Board of Public Accountancy application has been completed and set live in production. The agency chose a soft launch for the end of August with a mass licensee mailing to begin in September. This application will allow for accountants to renew their professional license online.
- The Alabama Board of Nursing LPN license renewal application has been updated and is back in production for license renewal season. This application allows licensed practical nurses to renew their professional LPN license online.
- The Alabama Board of Architects application has been updated and is back in production for license renewal season. This application allows individuals to renew their professional architect license online.
- The Alabama Board of Chiropractic Examiners application has been updated and is back in production for license renewal season. This application allows individuals to renew their chiropractic license online.
- The Alabama State Banking Department's small loan and mini-code applications have been updated and are currently experiencing strong adoption for this license renewal period. This application allows companies who issue loans under the guidelines of small loans and mini-codes to renew all of their locations online.

#### Marketing

The Director of Marketing for Alabama Interactive attended the probate conference in Orange Beach, AL. We accompanied representatives from DCNR to assist in efforts to recruit new county probate offices to utilize the web-based POS system. We also made efforts to establish the need and convenience for boat registrations online. Several Probate Judges chose to sign their office up for the hunting and fishing license automated service and the board seemed to be very receptive to the idea of online boat registrations with only a few concerns related to fee distribution.

## **Customer Service**

Help Chats experienced a nice increase for the month of August. The increase in chats was mostly due to the devastation produced by Hurricane Katrina. We had 67 alabama.gov chats on Wednesday August 31st (compared to an average of 20 per day). Most were concerned friends and relatives of those affected by Katrina. Many individuals also used the Live Help feature on the portal to stay abreast on the road conditions before they headed back home to the coast.

In August we contacted forty Department of Industrial Relations Users due to the 2<sup>nd</sup> Quarter Unemployment Quarterly Tax Form. These users mistakenly entered the incorrect checking account information and had to be notified by phone and manually re-submitted for payment processing with the updated information.

## **Development**

The agency for Plumbers and Pipe-Fitters has requested a merchant services application from Alabama Interactive to assist them in their electronic efforts. This application has been placed into Final Testing awaiting the Boards approval.

The Board of Nursing has asked us to look at a new application that would allow Alabama nurses to apply for an Advanced Practice license online. The application would allow for Clinical Nurse Specialists and Registered Nurse Anesthetists to apply for their Alabama license online. This application is currently in User Testing.

The Board of Nursing has also requested an application to allow actively deployed nurses to renew their licenses online. This application is currently in Final Testing and should be placed into production soon.

The Board of Nursing had requested an update to their nursing renewal application for the LPN renewals. These updates have been completed and the LPN renewal application has been placed into production.

At the request of DCNR's Marine Resources, new input screens and application flows are being designed to capture additional information necessary for the sale of certain license types. The update to this application also includes a new search module which will enhance the ability of users to search for the license information they need. Currently the search application is undergoing user acceptance testing while development has begun on the updates to the Hunting/Fishing application for Marine Resources.

The Homebuilder's Board has requested an application to allow person's with expired licenses to renew online. This application is currently in development with a proposed production date in October 2005.

The Public Service Commission has requested an application to allow their customers to apply for an RS1 permit online. This application will be modeled after the RS2 permit which is already online. This application is currently in the technical design phase.

The Alabama Board of Examiners for Speech-Pathology and Audiology has requested an online license renewal application. This will be the first application for this agency. The renewal application is currently in the development phase.

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## PROJECT REPORT

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### COMPLETED!

#### Completed in 2002

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|-------------------------------------|--|
| Alabama Board of Nursing            | <ul style="list-style-type: none"><li>· Renewal of Registered Nursing License</li><li>· Reactivation of a Nursing License</li><li>· Reinstatement of a Nursing License</li></ul> |
| Alabama Department of Public Safety | <ul style="list-style-type: none"><li>· Electronic Access to Motor Vehicle Records</li></ul>   |
| Alabama Real Estate Commission      | <ul style="list-style-type: none"><li>· Renewal of Real Estate Licenses</li><li>· Broker/Agent Certification</li></ul>   |
| Alabama Secretary of State          | <ul style="list-style-type: none"><li>· Merchant Services</li></ul>  |

#### Completed in 2003

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|--|---|
| Alabama State Banking Dept.                              | <ul style="list-style-type: none"><li>· Renewal of Small-Loan and MiniCode License</li><li>· Renewal of Pawn Broker License</li><li>· Renewal of Mortgage License</li></ul>   |
| Alabama State Bar  | <ul style="list-style-type: none"><li>· Membership Renewal</li></ul>  |
| Alabama Board of Chiropractic Examiners                  | <ul style="list-style-type: none"><li>· Renewal of License</li><li>· Licensee Verification</li></ul>  |
| Alabama Department of Conservation and Natural Resources | <ul style="list-style-type: none"><li>· Online Hunting and Fishing Licenses</li><li>· Hunting and Fishing Licenses/Point-of-Sale</li><li>· Probate Court Point of Sale Hunting and Fishing Licenses</li><li>· Oak Mountain Bow Hunt Registration</li><li>· Outdoor Alabama Subscription</li></ul> |
| Alabama Department of Finance, Office of the CIO         | <ul style="list-style-type: none"><li>· Alabama State Portal</li></ul>  |
| Alabama Department of Insurance                          | <ul style="list-style-type: none"><li>· Merchant Services</li><li>· Merchant Services for Provider Renewals</li></ul>   |
| Alabama Board of Nursing                                 | <ul style="list-style-type: none"><li>· License verification and disciplinary status-Subscriber</li><li>· Name and Address Change</li><li>· LPN Renewal</li></ul>   |
| Alabama Real Estate Commission                           | <ul style="list-style-type: none"><li>· Instructor License Renewal</li></ul>  |
| Alabama Department of Revenue                            | <ul style="list-style-type: none"><li>· Sales, Use and Lodging Tax Filings</li><li>· Refund Status for Individual Income Tax</li></ul>  |
| Alabama Secretary of State                               | <ul style="list-style-type: none"><li>· UCC (Uniform Commercial Code) Filings</li></ul>   |

## Completed in 2004

Alabama Board of Architects	- License Renewal
State Banking Department	- Deferred Payment Renewal
Alabama Department of Conservation and Natural Resources	- Bartram Canoe Trail Reservations - Becoming an Outdoors Woman Registration - Outdoor Alabama Store - Hunt Outdoor Alabama
Alabama Department of Environmental Management	- Waste Water Operator License Renewal
Department of Finance	- Alabama InTouch (Constituent Notification)
Alabama Home Builders Licensure Board	- Initial Application Download and payment - License Renewal
Alabama Department of Industrial Relations	- Merchant Services
Alabama State Motor Pool	- Fleet vehicle reservation
Alabama Board of Nursing	- Original Licensure by exam. - Licensee database search and download - Original Licensure by endorsement - License verification for individuals
Alabama Board of Pharmacy	- License Renewal
Alabama Public Service Commission	- Supplemental Motor Carrier Authorization
Alabama Real Estate Commission	- Mailing Labels - Continuing Education Providers Services
Alabama Department of Revenue	- Personalized License Plate Reservation - Local Government Report Distribution

## Completed in 2005

Agency	Application	Description	Status
Alabama State Board of Chiropractic Examiners	Initial Facility Permit	This service allows chiropractic offices to apply for a facility permit.	This application is complete and in production.
Alabama Department of Environmental Management	"Smoke School" Registration	This application allows individuals to sign up for visible emissions training online.	This application is complete and in production.

Alabama Department of Industrial Relations	Workers Compensation CE Registration	This application allows HR professionals to register for continuing education classes.	This application is complete and in production.
Alabama Department of Public Health	Children's Health Insurance Program Payments	This application allows payment of CHIP premiums by credit card.	This application is complete and in production.
Alabama Real Estate Commission	Continuing Education Course Renewal	This service allows renewal courses for continuing education credit.	This application is complete and in production.
Alabama Department of Revenue	Income Tax Extension Application	This service allows taxpayers to file a request for income tax extension.	This application is complete and in production.
Alabama Board of Registration for Foresters	License Renewal	This application allows licensed foresters to renew their license online.	This application is complete and in production.
Alabama Real Estate Commission	Change of Information	This application allows for the changing or updating of addresses and personal information	This application is complete and in production.
Alabama Plumbers and Gas Fitters Board	Merchant Services	This application allows online payment for license renewal.	This application is complete and in production.
Real Estate Appraisers Board	License Renewal	This application allows Real Estate Appraisers to renew their licenses online	This application is complete and in production.
Alabama Department of Environmental Management	Smoke School Fall Registration Updates	This application allows individuals to register for Smoke School courses online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	License Renewal Updates for 2005	Updates to last year's online licensing application	This application is complete and in production.

Alabama State Banking Department	Multiple License Renewal	This is an update to a pre-existing application for Banking	This application is complete and in production.
Alabama Board of Public Accountancy	License Renewal	This application will allow licensed CPA's and Public Accountants to renew their license online	This application is complete and in production.
Alabama Board of Nursing	LPN Renewals	This is an update to a pre-existing application for Alabama Board of Nursing.	This application is complete and in production.
Alabama Board of Nursing	Military Nurse Renewals	This application will allow military nurses to renew their licenses online.	This application is complete and in production.
Alabama Board of Architects	License Renewal	This is an update to a pre-existing application for the Alabama Board of Architects.	This application is complete and in production.

**IN TESTING.....**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama Department of Conservation and Natural Resources	Marine Resources Point-of-Sale	This application is a redesign of the current Point-of-Sale application for use by the Marine Resources Division.	This application is in testing.	On-going
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	May 2005
Alabama Board of Social Work Examiners	Online License Renewal	This application will allow persons licensed by the Board to renew their license online.	This application is in agency testing.	March 2005

Alabama Department of Public Health	Home and Community Health Payments	This service will allow credit card payment of home health services.	This application is in agency testing.	July 2005
Alabama Board of Nursing	Initial License for Advanced Practice Nurses	This service will allow Advanced Practice nurses to apply for licensure online.	This application is in testing.	September 2005

**IN DEVELOPMENT . . .**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is on hold until the next renewal period (July 2006).	July 2006
Alabama Homebuilders Licensure Board	Renewal of Expired License	This application will allow those with an expired license to renew after the deadline for filing.	This application is in pre-project planning.	December 2005
Alabama Homebuilders Licensure Board	Renewal of Inactive License	This application will allow those with inactive licenses to renew that status.	This application is in development.	October 2005
Alabama Board of Professional Engineers and Land Surveyors	Application for Exam	This service will allow those applying for licensure to sign up for examinations.	This application is on hold.	August 2005
Alabama Board of Professional Engineers and Land Surveyors	Licensee data download	This service will allow for the download of a file of mailing address labels for licensees.	This application is on hold.	December 2005

Alabama Department of Public Safety	Merchant Services	This application will allow credit card payments.	This application is in development.	May 2005
Alabama Real Estate Commission	License Transfer	This application allows the transfer of licenses.	This application is in the pre-project planning phase.	October 2005
Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	December 2005
Alabama State Board of Examiners in Speech-Language Pathology and Audiology	License Renewal	This service will allow for renewal of speech pathologist and audiologists licenses.	This application is in development.	October 2005
Alabama Board of Professional Engineers and Land Surveyors	License Renewal	This service will allow for Engineers and Land Surveyors to renew their license online.	This application is in development.	October 2005
Alabama Department of Public Health	Provider Service Facility Renewal	This service will allow Provider Service Facilities to renew their licenses online.	This application is in development.	November 2005
Alabama Department of Industrial Relations	Unemployment Quarterly Tax Updates	Updates to application allowing for encryption of checking account info	This application is in development.	November 2005
Alabama Public Service Commission	Annual Registration Application	This is an annual registration (RS-1) that is required before the supplemental (RS-2) application is used each year.	This application is in pre-project planning.	October 2005

Alabama Board of Pharmacy	Institution (hospital) License Application	This an annual license application for institutions (hospitals)	This application is in development.	October 2005
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## SERVICE REQUESTS

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### Service Request #79

#### Alabama Public Service Commission- Annual Registration Application

Alabama Interactive requests and recommends that this service for the Alabama Public Service Commission is added to the network as a charge service. The Annual Registration Application is at no cost to the Alabama Public Service Commission.

### Service Request #80

#### Alabama Association of Mental Retardation & Developmental Disabilities- Case Manager Online Exam Subscription Service

Alabama Interactive requests and recommends that this service for the Alabama Association of Mental Retardation & Developmental Disabilities is added to the network as a subscription service. The online license renewal application is at no cost to the Alabama Association of Mental Retardation & Developmental Disabilities.

### Service Request #81

#### Alabama Department of Revenue- Trip and Fuel Permits

Alabama Interactive requests and recommends that this service for the Alabama Department of Revenue is added to the network as a charge service. The trip and fuel permits application is at no cost to the Alabama Department of Revenue.

### Service Request #82

#### Alabama Department of Public Health- E.M.S License Renewals

Alabama Interactive requests and recommends that this service for the Alabama Department of Public Health is added to the network as a charge service. The online license renewal application is at no cost to the Alabama Department of Public Health.

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## MONTH IN REVIEW

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Total August AI Network Transactions:	186,217
Average Successful Request per Day:	6,007
Total August alabama.gov Visitors:	355,693
Total August alabama.gov Page Views:	1,875,600
Total August alabama.gov Chats or Offline Messages from Live Help:	757

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## OPERATIONS & ADMINISTRATION

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We met with several agencies to review new service requests during the month of August.

A positive article was released in the Montgomery Advertiser highlighting the strong adoption rates on the web-based licensing applications, as well as the convenience and sophistication of Alabama.gov.

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## OTHER BUSINESS/IN CLOSING

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August has been a productive month updating applications and preparing for the peak license renewal period. The development team has started programming for several applications that are scheduled for production by January.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,  
Winn McInnis